

**ABSTRACT OF THE DISCLOSURE**

A system and method of identifying at least one potential solution to a problem associated with a remote medical device. The technique comprises automatically sending medical device data automatically to a service center. The service center has a database containing historic data for the medical device and a database containing potential solutions to a problem associated with at least one remote medical device. The technique comprises automatically searching the historic data database for historic data for the medical device using the medical device data. The technique comprises using the historic data found as a result of the search of the historic data database to automatically search the database of potential solutions. The technique also comprises sending the at least one potential problem solution found as a result of the search of the problem solution database from the service center to a service provider via a communications network.